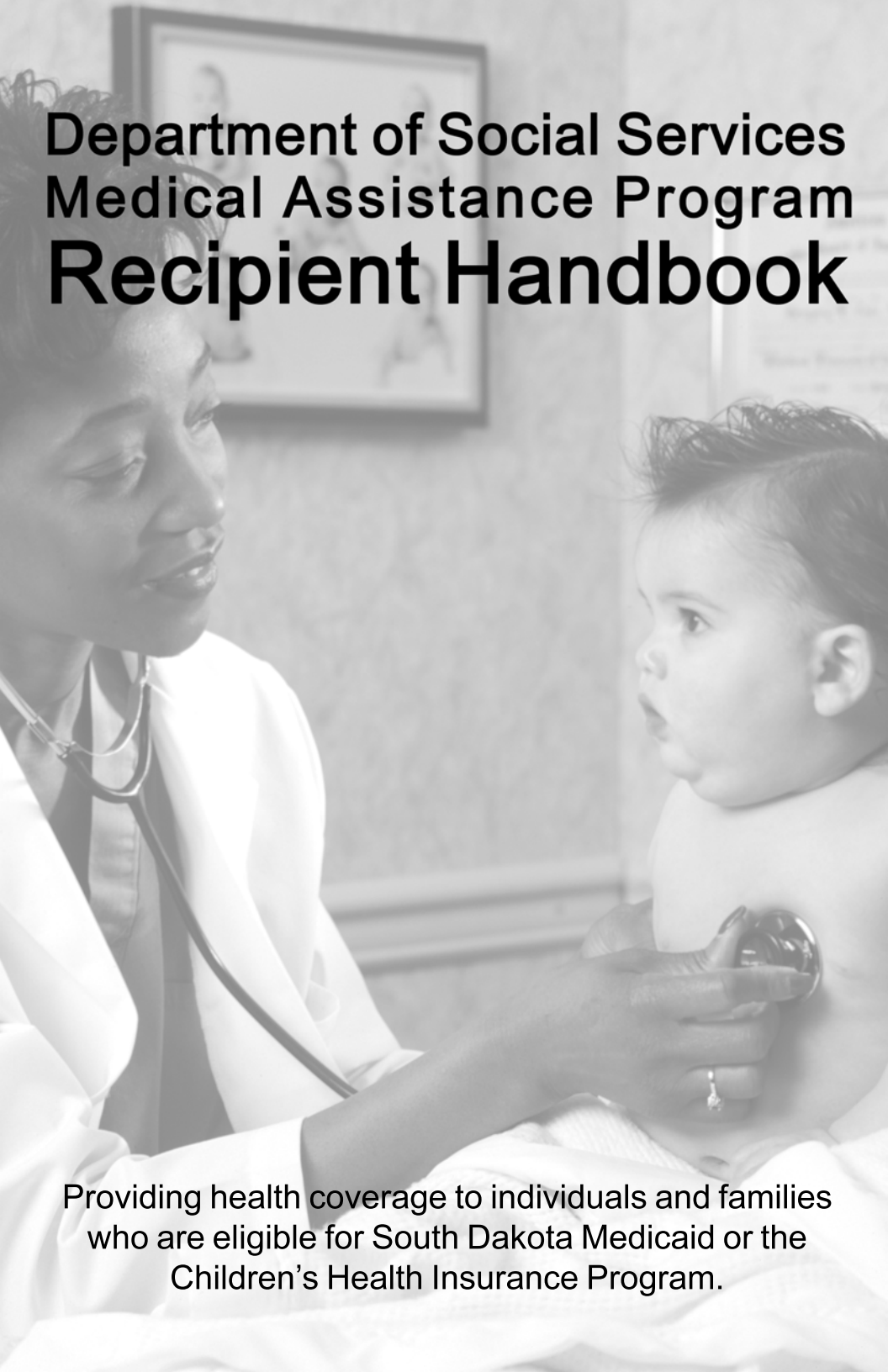
Department of Social Services
Medical Assistance Program
Recipient Handbook



Providing health coverage to individuals and families who are eligible for South Dakota Medicaid or the Children's Health Insurance Program.

Introduction

This handbook provides information about the South Dakota Medical Assistance Program. The Medical Assistance Program provides health coverage to individuals and families who are eligible for Medicaid or the Children's Health Insurance Program (CHIP).

If you have questions regarding eligibility, please call your local Department of Social Services (DSS) office or benefits specialist. If you have questions about covered medical services, please call the Department of Social Services, Division of Medical Services at 1-800-597-1603.

This handbook along with other information is also available on our website at:

www.dss.sd gov/medicalservices

You will find the following information online:

- managed care selection and change forms,
- a list of primary care providers,
- frequently asked questions,
- program rules and regulations, and
- links to other useful sites.

Please keep this handbook for future reference.

Contents

Medical Assistance

What is Medical Assistance?

Medical Assistance is a federal and state-funded program providing medical coverage for people who meet certain eligibility standards. If you are eligible, Medical Assistance will act as your insurance company and pay for medical services such as visits to the doctor, hospital, dentist and chiropractor.

Who is eligible for Medical Assistance?

In order to be eligible for Medical Assistance, you must meet the eligibility criteria for programs such as the Children's Health Insurance Program (CHIP), Low Income Families (LIF), Nursing Home Assistance or other Medical Assistance programs. If you receive payments from Supplemental Security Income (SSI), you are also eligible for Medical Assistance.

If you already have health insurance, you can also be eligible for Medical Assistance if you meet certain criteria. Medical Assistance may pay for deductibles, co-payments and other medical services **not covered** by other insurance companies.

Medical Benefits ID Card

You **must** have your Medical Benefits ID Card any time you receive medical care. You should carry it with you at all times. If you do not present your card when receiving services, you may have to pay the bill. If you lose your card, please contact your local DSS office for a replacement.

Confidentiality

All medical information concerning applicants and recipients of the Medical Assistance Program is confidential. Sharing this information is limited to purposes directly connected with the administration of the Medical Assistance Program. Use of the Medical Benefits ID Card by an eligible recipient represents consent and allows for the necessary sharing of information between the Medical Assistance Program and Medical Assistance providers.

Managed Care

What is Managed Care?

The Managed Care Program is designed to improve your access to medical care as well as improve the quality of care you receive by giving you a medical home. As a managed care recipient, you are required to receive managed care services from your Primary Care Provider (PCP). You are also required to have a referral (permission) from your PCP for most specialty and hospital services. You can receive certain services called **Managed Care Exempt Services** from other providers without a referral from your PCP. Refer to page 7.

Who must participate in Managed Care?

Recipients eligible for the following programs must participate in managed care:

- ✔ Supplemental Security Income (SSI) recipients: blind, disabled people age 19 and older.
- ✔ Families eligible for the Low Income Families (LIF) Program.
- ✔ Low income children eligible for Medicaid.
- ✔ Children eligible for CHIP.
- ✔ Women eligible for low income pregnancy coverage.

NOTE: If you have Medicare or live in a facility such as a nursing home, you will not be enrolled in the Managed Care Program.

Primary Care Provider Responsibilities

Your Primary Care Provider (PCP) is responsible for:

- ✔ Coordinating your health care and providing health care services.
- ✔ Referring you to specialty providers and authorizing hospital care and other services when medically necessary and not available from your PCP.
- ✔ Providing 24-hour, 7-day-a-week access by telephone.
- ✔ Respecting your rights.
- ✔ Communicating with you about your health care.

Managed Care Enrollment

Choosing Your Primary Care Provider

DSS will notify you if you have to choose a Primary Care Provider (PCP). A PCP is a physician or clinic who you see for most of your medical care. DSS will give you a selection form and a list of PCPs in your area. You need to complete the form by choosing a PCP for each eligible member of your family.

If you do not choose a PCP, DSS will choose one for you. Contact the Division of Medical Services at 1-800-597-1603 if you have questions or need assistance completing the form. You can save time by selecting your PCP online: www.dss.sd.gov/medicalservices/managedcare/changeforms.

Please consider the following when choosing a PCP for you and your family:

- ✔ Pediatricians usually serve only children. OB/GYN providers only serve women and usually for just pregnancy and gynecology services. Internal Medicine doctors usually serve only adults.

- ✔ Location: Consider how far you must travel to your PCP.

- ✔ Some providers have full caseloads and will not accept new patients. This is indicated by an "*" next to the PCP's name on the PCP list. Do not select a PCP with a full caseload unless you are sure you will be accepted. Check with the PCP's office before you make the selection if you are unsure you will be accepted.

- ✔ Special needs: If you or an eligible family member has special health care needs, you should contact the PCP's office before you make your selection to ensure the provider will meet your needs.

Your chosen or assigned PCP becomes effective the **first day of the month** after you select or are assigned a PCP. DSS will notify you with the name of your PCP and the date that your enrollment begins. You must receive most of your medical care from your PCP. Your PCP may also refer you to other providers.

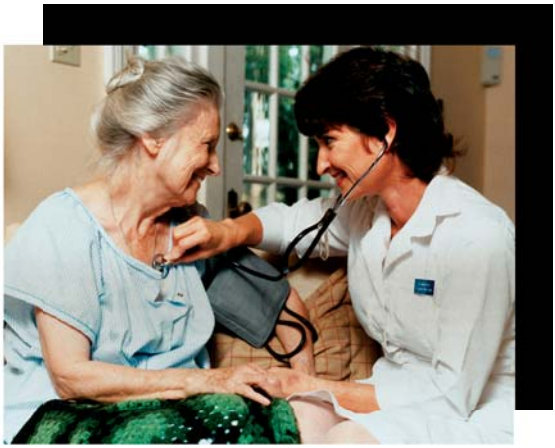
Changing your Primary Care Provider

If you want to change your PCP, you must complete a PCP change form. Your local DSS office has these forms and staff are available to help you fill them out. The forms are also available by contacting the Division of Medical Services at 1-800-597-1603 and online at:

www.dss.sd.gov/medicalservices/managedcare/changeforms

You may request to change your PCP at any time. You should explain your reason for change on the PCP change form. The change requests are usually approved, unless the PCP is unavailable or located a long distance from your home. If the change is approved, your new PCP will become effective t**he first day of the next month** after your change form is received.

If you move to a new area, contact your local DSS office. This will help ensure there is no break in coverage, your information is current, and will give you a chance to change to a PCP in your new area.

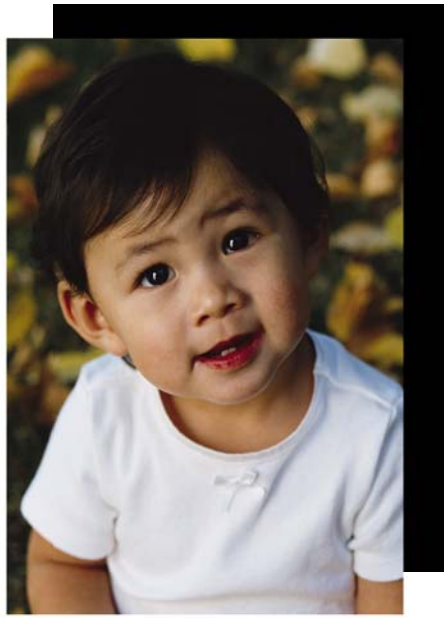


Remember: If you changed your PCP and you have a referral for specialty, hospital or other services from your old PCP, you will need a new referral from your new PCP.

Indian Health Services (IHS)

Who is eligible for IHS services?

If you are a Native American, you can receive medical care from Indian Health Services (IHS) for free. If you are in the Managed Care Program, you can choose IHS as your Primary Care Provider (PCP) or you can choose someone else. Even if IHS is not your PCP, you can still receive services from IHS without a referral from your PCP.



What if IHS wants to refer me elsewhere?

If IHS is your PCP, IHS can refer you to outside providers. However, if IHS is not your PCP, then IHS **cannot** refer you to outside providers. **Only your PCP can refer you to other providers.** The Medical Assistance Program will **NOT** pay the bills for services referred by IHS if they are not your PCP.

Acute Care/Urgent Care Clinics

What are acute care/urgent care clinics?

Acute care and urgent care clinics provide immediate care for acute illnesses and minor trauma on a walk-in basis. If you are required to participate in the Managed Care Program, you need to contact your PCP **first** before obtaining services at an acute care or urgent care clinic. If your PCP determines the need for services, the PCP will contact the acute care or urgent care clinic and give the referring information. **If you obtain services at an acute care or urgent care clinic without a referral, you will be responsible for the services rendered.**

Emergency Care

"True" emergency care does not require a PCP referral. You may access "true" emergency care from clinics, physicians, after-hours clinics and hospital emergency rooms.

True Emergencies

A "true" emergency means the symptoms of the medical condition are so severe that any person with an average knowledge of medicine would think the individual's health is in danger unless they are treated immediately. **Routine care for minor illness and injury is NOT a "true" emergency.**

The medical provider who sees the patient determines if a "true" emergency exists based on federal and state guidelines. You will be responsible to pay the medical bill for non-emergency care unless your PCP provides or prior refers the care. Contact your PCP's office if you are unsure about seeking emergency care.

Emergency care **does not** require a PCP referral. You may access "true" emergency care from clinics, physicians, after-hours clinics and hospital emergency rooms.

When should I go to the Emergency Room?

You should only go to the emergency room for "true" emergency care. Do not go to the emergency room for routine care. **You may have to pay for routine care received at the emergency room if you do not have a referral from your PCP.**

Follow-up Care to a True Emergency

Follow-up care, such as doctor's appointments, re-checks and other services provided after the emergency condition is over, needs to be provided or referred by your PCP. Let your PCP know after you receive emergency medical care about all scheduled follow-up care.

Out-of-State Emergencies

Medical Assistance will cover out-of-state emergency services with the same limits as in-state services if the provider accepts South Dakota Medical Assistance.

Managed Care Services

YES = Services must be provided or referred by your PCP.
NO = Services are **Managed Care Exempt** and do not need your PCP's referral.

Medical Services	PCP Referral
Inpatient/Outpatient Hospital Services	Yes
Physician/Clinic Services	Yes
Pregnancy Related Services	Yes
Home Health Services	Yes
Rehabilitation Hospital Services	Yes
Psychiatry/Psychology	Yes
PAs, NPs, Nurse Midwives	Yes
Residential Treatment Facilities	Yes
Durable Medical Equipment	Yes
School District Services	Yes
Ambulatory Surgical Center Services	Yes
Well-Child Exams	Yes
Community Mental Health Centers	Yes
Ophthalmology (not glasses)	Yes
Therapy (Physical, Speech, Occupational)	Yes
Lab/X-Ray Services (at another facility)	Yes
Prescription Drug Services	No
True Emergency Services	No
Family Planning Services	No
Podiatry Services	No
Optometry Services (routine eye care, glasses)	No
Chiropractic Services	No
Dental Services	No
Immunizations	No
Mental Health Services for SED and SPMI Recipients	No
Ambulance/Transportation	No
Independent Lab/X-Ray (patient not present)	No
Anesthesiology	No
Chemical Dependency Treatment	No

Responsibilities and Rights

Your Managed Care Responsibilities

- Show your Medical Benefits ID card to all health care providers **before** you receive any medical services.
- Be courteous and treat medical providers with respect.
- Go to your PCP for most of your medical care. It is your responsibility to establish and maintain your physician/patient relationship with your PCP.
- Obtain a referral (referral card) from your PCP **before** you go to any other provider for managed care services. If your PCP has not approved the service, Medical Assistance will **NOT** pay the bill.
- Keep your medical appointments. Call the medical provider's office ahead of time if you will be late or cannot keep your appointment.
- Contact your benefits specialist about changes in your case or if you have questions.
- Use the emergency room for "true emergencies" only.
- Pay your cost-share (if applicable) and for services not covered by the Medical Assistance Program or not properly referred by your PCP.

Managed Care Beneficiaries Rights

- To be treated with respect and with consideration for your dignity and privacy.
- To receive information on available treatment options and alternatives and to participate in decisions regarding your health care, including the right to refuse treatment.
- To choose your PCP and be given the information and time to do so.
- To receive a copy of your medical records if requested and that they be amended or corrected if they are incorrect.

Covered Services

Medical Assistance Covered Services

It is your responsibility to ask your medical provider (your doctor, pharmacist, etc.) if Medical Assistance covers particular services. Do **NOT** assume all medical services are covered and paid for by Medical Assistance. Before Medical Assistance will cover any of the following services, the service **MUST** be determined medically necessary. You will have to pay for services not covered by Medical Assistance.

Ambulance

Covers ground and air ambulance trips, attendant, oxygen and loaded mileage (plus other necessary expenses) when medically necessary to take the recipient to the closest medical provider capable of providing the needed care. **The service will only be covered if another type of transportation would endanger the life or health of the recipient.** A call for an ambulance in the absence of other transportation is not appropriate for non-emergency services.

Chiropractic

Covers only manual manipulation of the spine when X-rays taken verify displacement of the spine. Medical Assistance will not pay for more than 30 manipulations in a 12-month period.

Clinics

Covers medical services and supplies furnished under the direction of a doctor.

Dental

Covers exams, X-rays, cleanings, fillings, and provides limited coverage for root canals, crowns, partial dentures, complete dentures and anesthesia. Pre-authorization is required for most services.

Orthodontic Services: Orthodontic treatment for children may be covered. In most situations, a child must have an orthodontic condition that would impair the ability to eat, chew and speak. Pre-authorization is required for all orthodontic care.

NOTE: If you have further questions about dental or orthodontic services, please contact Delta Dental of South Dakota at 1-800-627-3961.

Diabetes Education

Covers up to 10 hours of initial diabetes self-management education and two hours per year of follow-up education. Assessment of need and a documented physician order is required.

Durable Medical Equipment

Covers reusable equipment that is medically necessary and complies with set service limits. **NOTE:** Only one nebulizer every five years per family is allowed. Replacement hearing aids may be provided only after a minimum of three years has elapsed since the original fitting and if the original hearing aids are no longer serviceable.

Equipment NOT covered includes: exercise equipment; protective outerwear; and personal comfort or environmental control equipment such as air conditioners, humidifiers, dehumidifiers, heaters or furnaces.

Medial equipment, other than hearing aids, is provided to nursing home residents by the nursing home.

Family Planning

Covers diagnosis and treatment, drugs, supplies, devices, procedures and counseling for people of childbearing age.

Home Health

Covers nursing care, therapy and medical supplies when provided in the recipient's home.

Hospice

Covers end-of-life care for terminally ill recipients provided by licensed hospice providers.

Hospital

Inpatient: Covers room and board, regular nursing services, supplies and equipment, operating and delivery rooms, X-rays, lab and therapy.

Outpatient: Covers emergency room services and supplies, lab, X-rays and other radiology services, therapy care, drugs and outpatient surgery.

Managed Care Recipients: See additional (ER) requirements in the Emergency Care Section.

Mental Health

Covers psychiatric and psychological evaluations as well as individual-group-family psychotherapy for the care and treatment of mental illness or disorders. **Counseling is not a covered service.**

Nursing Home

Covers room and board, nursing care, therapy care, meals and general medical supplies. Medical Assistance will **NOT** pay for durable medical equipment for residents in a nursing home.

Out-of-State Coverage

When receiving out-of-state services, make sure:

1. The provider is a SD Medical Assistance Provider;
2. If you are a managed care recipient, you must have a referral from your PCP;
3. The services are covered under SD Medical Assistance guidelines. Ask your provider if a service is covered.

Medical Assistance will cover out-of-state emergency services with the same limits as in-state services if the provider accepts South Dakota Medical Assistance.

Personal Care

Covers basic personal care, grooming and household services, if related to a medical need essential to the patient's health. The service **must be** provided in the recipient's home and **must be** physician ordered.

Physician

Covers medical and surgical services performed by a doctor, supplies and drugs given at the doctor's office, X-rays and laboratory tests needed for diagnosis and treatment.

Podiatry

Covers office visits, supplies, X-rays, glucose and culture check and limited surgical procedures.

Prescriptions

Covers a large range of, but not all, prescription drugs, diabetic supplies, family planning prescriptions, supplies and devices. Does not cover most “over-the-counter” medications or products.

Rehabilitation Hospital

Covers extensive rehabilitative therapy following an illness or injury.

Sterilization

Covers sterilization procedures when all the following conditions are met:

1. The recipient is at least 21 years old;
2. The recipient is a legally competent individual;
3. The recipient has signed an informed consent form after the recipient's 21st birthday; and
4. 30 to 180 days have passed between when the form was signed and the date of sterilization.

Vision

Covers exam, glasses, frames and contact lenses when necessary for the correction of certain conditions. You can receive replacement eyeglasses **only after 15 months** have passed and a lens change is medically necessary.

Wheelchair Transportation

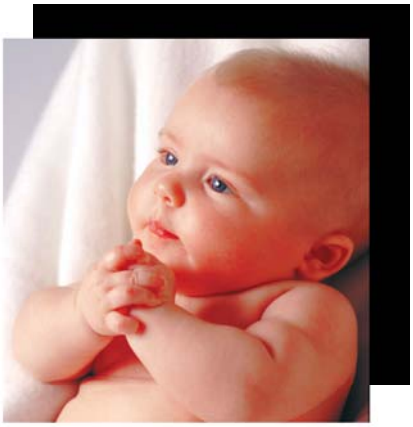
Covers non-emergency transportation services for medical treatment to and from the recipient's home to a medical provider, between medical providers, or from a medical provider to the recipient's home. The recipient must be confined to a wheelchair to receive this service.

Baby Care Program

Medical Care for You and Your Baby

The Baby Care Program helps provide the necessary care for both you and your baby. Through early and frequent prenatal care, you can help provide your unborn baby with a healthy beginning.

In partnership with the South Dakota Department of Health, the Medical Assistance Program provides services such as:



- ✔ Check-ups and help with transportation.
- ✔ Pregnancy assessment (questions about your health).
- ✔ Case management (help with services you need).
- ✔ Prenatal education (learn about your pregnancy and how to take care of you and your baby).
- ✔ Hospital pre-registration for your baby's delivery.
- ✔ Referral to other programs.

For more information contact your local Department of Social Services office. You can locate the offices online at: www.dss.sd.gov/offices or call 1-800-597-1603 for further assistance.

You can also contact your local Community Health Nurse through the Department of Health by calling 1-800-738-2301.

Recommended Prenatal Care

Routine prenatal visits are usually once a month through the seventh month, every two weeks in the eighth month, and weekly in the ninth month.

Well-Child Care

What is Well-Child Care?

Well-Child Care visits help prevent illnesses before they happen. They also provide treatment for any illnesses your child may have. These services are available at little or no cost for children under age 21 who receive Medical Assistance. (**There is a minimal cost share at ages 19 and 20.*)

What services does Medical Assistance provide for prevention?

Medical Assistance will pay for a variety of checkups including an examination and evaluation of your child's general physical and mental health, growth, developmental and nutritional status, vision, hearing and dental status. Immunization status is also tracked to ensure your child is up-to-date. Lead screenings may also be done.

Immunizations

No matter where you live, your child should be properly immunized. If your child needs immunizations, please contact your child's doctor today to schedule an appointment.

Lead Screenings

High lead levels can be harmful to your child if left undiagnosed. All children eligible for Medical Assistance should receive a lead test at 12 and 24 months of age. Contact your child's doctor for more information on whether your child should receive this test.

Children with Special Health Needs

If your child has a chronic health condition, Children's Special Health Services may be able to help. Call 1-800-738-2301 for more information.

Scheduling Well-Child Exams

Suggested Checkup Schedule

General Health Checkups

Birth up to 1 Week
1 Week up to 6 Weeks
6 Weeks up to 3 Months
3 Months up to 5 Months
5 Months up to 8 Months
8 Months up to 11 Months
11 Months up to 14 Months
14 Months up to 17 Months
17 Months up to 20 Months
20 Months up to 24 Months
2 Years: Every Year Until Age 21

Other Types of Checkups

- Dental checkups at least by age 3 and yearly thereafter.
- Vision checkups at least by age 5 and yearly thereafter.
- Ask your child's PCP to determine if hearing tests are needed.
- Tests for lead in your child's blood at ages 12 and 24 months and as directed by your child's PCP.

Recommended Immunization Schedule

VACCINE ⬇ AGE ➡	Birth	1 mo	2 mo	4 mo	6 mo	12 mo	15 mo	18 mo	24 mo	4-6 yr	11-12 yr
Hepatitis B	HepB	HepB			HepB						
Diptheria, Tetanus, Pertussis			DTaP	DTaP	DTaP		DTaP			DTaP	Tdap
Haemophilus Influenzae b			Hib	Hib	Hib	Hib					
Inactivated Polio			IPV	IPV	IPV					IPV	
Measles, Mumps, Rubella						MMR				MMR	
Varicella						Varicella				Var	
Pneumococcal			PCV	PCV	PCV	PCV					
Influenza					Influenza (yearly) to age 5						
Meningococcal											MCV4
Hepatitis A						Hep A, 2 doses					
Rotavirus			Rota	Rota	Rota						
Human Papilloma Virus											HPV 3 doses

Title XIX Non-Emergency Medical Transportation

The Title XIX Non-Emergency Medical Transportation Program provides assistance to non-emergency medical transportation needs of eligible Title XIX Medicaid recipients. You may be reimbursed for mileage, meals, and lodging.

Requirements:

- ✔ You must be on a Medical Assistance Program providing Title XIX (Medicaid) coverage.
- ✔ Trips prior to your eligibility date **cannot** be reimbursed.
- ✔ Trips to your primary care provider **cannot** be reimbursed.
- ✔ Trips to specialty care medical providers other than your primary care provider require a referral card.
- ✔ When a referral is not provided with the reimbursement form, the mileage reimbursement will be made only to the nearest medical provider capable of providing the necessary services.
- ✔ A Title XIX Medical Transportation Reimbursement Form should be completed and submitted for each medical trip.
- ✔ The Title XIX Medical Transportation Reimbursement Form **must** be completed and signed by the recipient, parent or guardian and the medical provider for each completed medical trip.

For more information, please call 1-866-403-1433 or visit our website, www.dss.sd.gov/medicalservices/recipientinfo/title19transportation, to access the form and brochure specific to this service.

Payment of Medical Bills

What if I have other health insurance?

Your other health insurance is the first source of payment. Medical providers **must** bill your insurance first before billing the Medical Assistance Program. You must report other insurance coverage to your benefits specialist and your doctor, clinic or hospital where you receive medical care.

Who pays for services not covered by the Medical Assistance Program?

Most medical services are covered under the Medical Assistance Program; however, there are some that are not. It is your responsibility to check with your doctor to see if the services you are receiving are covered. If the services are not covered under the Medical Assistance Program, you will be responsible for payment.

What is Cost-Sharing?

If you are eligible for medical benefits, you will pay a small portion of your medical bill and Medical Assistance will pay the rest; this is called cost-sharing. Cost-share amounts vary slightly depending on the service provided. Your provider can tell you what the cost-share amounts are for the services you receive.

If you are at least 19 years old and not a resident of a long-term care facility or a recipient of home and community-based services, you must contribute toward cost-sharing.

There is no cost-share for the following:

- ✔ Pregnancy related services.
- ✔ Family planning.
- ✔ Nutritional therapy and supplements for recipients under age 21.
- ✔ Emergency hospital services meeting the criteria of a “true emergency.”

If you are a Managed Care recipient and you see your PCP, the Medical Assistance Program will pay the cost-share. If you see any medical provider other than your PCP, (even if your PCP refers you to someone else or you see another provider in the same clinic) you will be responsible for the cost-share amount.

What is the Cost-Share on various Medical Services?

Below you will find cost-share amounts on various medical services.

- **Physician Care (including independent mental health providers):**
  $3 per visit.

- **Prescriptions:**
  $3 each brand name prescription or refill.
  Note: There is no cost-share on generic medications.

- **Optometric and Optical Services:**
  $2 for each procedure, lens, frame, exam and repair service.

- **Adult Dental:**
  $3 for each procedure.

- **Inpatient Hospital Services:**
  $50 for each admission.

- **Outpatient Hospital Services and Ambulatory Surgical Centers:**
  5 percent of allowable reimbursement up to a maximum of $50.

- **Medical Equipment/Prosthetic Devices:**
  5 percent of the allowable reimbursement.

- **Covered Chiropractic Services:**
  $1 for each procedure.

- **Podiatry Covered Services:**
  $2 for each covered procedure.

- **Mental Health Clinics:**
  5 percent of the allowable reimbursement for each procedure.

- **Nutritional Services (21 and older):**
  $2 a day - enteral, $5 a day - parenteral.

- **Diabetes Education:**
  $3 per unit of service.

- **Chemical Dependency Treatment (age 19-21):**
  Co-pay may be required.

Can I be billed for services paid for by the Medical Assistance Program?

When the Medical Assistance Program pays for a covered service, the service is considered paid in full. The provider **cannot** bill any remaining balance of the covered service to you, your family, friends or anyone else. Providers can **only** bill for cost-sharing charges allowable under the Medical Assistance Program and for non-covered services.

What is Estate Recoveries and can my family be responsible for paying the Medical Assistance Program back?

Reimbursement for medical assistance is sought from the estate of the individual who received the services. If at the time of death, the individual who received services has a living spouse, recovery may be delayed until the spouse's death. **Recovery is from the estate and not individual family members.**

Are there any factors affecting how much the state seeks to be reimbursed?

If a Medicaid recipient is institutionalized at the time of death, the state may recover all of the costs expended for medical assistance on the recipient's behalf.

If a Medicaid recipient is not institutionalized at the time of death, recovery is only sought for specific types of services provided to the recipient at or after age 55. This includes:

- ✔ Nursing facility services
- ✔ Home and community-based services
- ✔ Prescription drug services
- ✔ Hospital services
- ✔ Intermediate care facility services
- ✔ Institutional services

Medical Assistance Fraud and Abuse

Recipient Fraud

It is considered fraud when individuals make false statements or representations to become eligible for the Medical Assistance Program. Failing to provide all required information (including other insurance coverage) may also be considered fraud. If you commit fraud, you may be prosecuted under state criminal laws and federal fraud and abuse laws.

Provider Fraud

If you notice any charges for medical care you did not receive or if you are billed a balance (other than your cost-share) after Medical Assistance has paid, please contact the Division of Medical Services at 1-800-597-1603.

Fraud Tip Hotline

If you know of someone who is fraudulently receiving Medical Assistance, please call the fraud tip hotline at 1-800-765-7867.

Grievances, Appeals & Fair Hearings

What is a Grievance?

A grievance is a complaint when you feel something is wrong or not appropriate regarding the Medical Assistance Program or services provided by medical providers. All grievances will be investigated and may be accepted verbally or in writing.

What is an Appeal?

An appeal is an informal written request to overturn a decision. Appeals are defined as complaints related to specific actions taken by either the state or medical providers resulting in denial of payment for medical care or denial of medical services. Requesting an appeal does not take away your ability to request a Fair Hearing.

Submit Grievances and Appeals by:

Address:
Division of Medical Services, 700 Governors Drive, Pierre, SD 57501

Phone:
1-800-597-1603

Email:
Medical@state.sd.us

How can I request a Fair Hearing?

If you feel the Department of Social Services has made a mistake in determining your medical eligibility or payment decision, you may request a Fair Hearing by contacting your local Social Services office or by contacting the Office of Administrative Hearings in Pierre at 605-773-6851.

A Fair Hearing is a meeting involving you, a hearing's officer and a representative from the Department of Social Services. At the hearing, you will have a chance to explain your concern(s). If you are currently receiving benefits and request a hearing, you have the right to continue receiving benefits.

What if I feel I've been discriminated against?

The Department of Social Services and your medical provider may not discriminate against you because of your race, color, sex, age, disability, religion and/or national origin.

To file a complaint of discrimination, please write:

South Dakota Department of Social Services
Division of Legal Services
700 Governors Drive
Pierre, SD 57501

Communication Note

Being able to communicate with your medical providers and the Department of Social Services is important. Assistance is available for those who need it.

Let your medical provider or staff from our department know if you have difficulty understanding the information they are providing you. Interpretation services for limited English proficient (LEP) and physically impaired beneficiaries are available at no cost to you.

Contact Information

Phone Numbers

Department of Social Services at 605-773-3165

- Division of Medical Services at 1-800-597-1603
- Delta Dental of South Dakota at 1-800-627-3961
- Office of Administrative Hearings at 605-773-6851
- Office of Recoveries and Fraud Investigations at 605-773-3653
- Fraud Tip Hotline at 1-800-765-7867

Department of Health at 1-800-738-2301

Websites

Department of Social Services at www.dss.sd.gov

- Division of Medical Services at www.dss.sd.gov/medicalservices
- Delta Dental of South Dakota at www.deltadentalsd.com
- Office of Administrative Hearings at www.dss.sd.gov/adminhearings
- Office of Recoveries and Fraud Investigations at www.dss.sd.gov/benefitfraud
- Medical Eligibility Information at www.dss.sd.gov/medicaleligibility

Department of Health at www.state.sd.us/doh

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